

Frequently Asked Questions

Question		Answer
1.	Who is bringing forward this development?	Swan Housing Association is working in partnership with Homes England and Basildon Borough Council
<i>The team</i>		
2.	Who is Swan Housing?	<p>Swan Housing Association is a subsidiary of Sanctuary Housing Association and currently manages the former Craylands estate in Basildon.</p> <p>As an organisation Swan operate predominately in Essex and East London and manage over 11,000 homes.</p> <p>We are committed to growth and innovation in delivering excellent services. We are one of the UK's leading regeneration housing associations and boast a host of award-winning schemes. Efficient and enterprising, we deliver new, high-quality housing across all tenures.</p>
3.	What are you building on the site?	A total of 971 homes which include a mixture of houses and apartments available through private sale, private renting or shared ownership sale. Plus new shops and a community centre known as The Beech.
4.	What consultation have you undertaken with the local community to date?	Several information days and consultation events that have informed the planning applications and local community strategy have been held with local residents.
5.	What happens if you are a secure tenant?	You will be contacted several months before you need to move by the Council's Allocations team so that you can discuss your rehousing requirements and you will also need to complete an online application. However, help is on hand if you need assistance with this. As you are a secure tenant you will be entitled to a Home loss payment and a Disturbance Allowance, less any money that you owe to the Council.
6.	What happens if you are a leaseholder or freeholder?	All freeholders and leaseholders affected by the proposals will be contacted to discuss the various options available for you to remain on the estate or move elsewhere and the help that Swan can provide.

7.	What happens if you are a tenant living in temporary accommodation?	You will be contacted in advance before you move. Please note that compensation is not payable to temporary tenants
8.	Are you able to provide translation services?	Yes, if required we can provide translation services on request.
9.	Where can I get further information?	<p>You can contact the project team on:</p> <p>E-mail: involvement@swan.org.uk</p> <p>Telephone: 01277 844242</p>